Commissioning Manager

* Service area: Strategic Commissioning and Investment
* Grade: PO6
* Reports to: Assistant Director, Strategic Commissioning and Investment
* Your team: Strategic Commissioning and Investment

Our mission

We are determined to create a more equal Islington, where everyone who lives here has an equal chance to thrive.

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out ‘CARE’, which is what we think public service is all about.

Background and Context

As a Strategic Commissioning and Investment Team our purpose is to:

* Develop and implement a shared strategic ambition for helping people in Islington to Start, Live and Age Well – a positive approach to fostering wellbeing through early intervention and prevention, a strong link to the wider determinants of health and wellbeing, strengths-based approaches, strong community networks and integration across health and care.
* Develop ways of working that put people at the centre and address inequalities.
* Tackle the conundrum of increasing demand versus diminishing resources versus limited supply.
* Ensure every Islington pound helps improve outcomes for Islington residents.
* Develop and implement strategic plans that support the achievement of the adult social care vision and the Council’s wider ambitions, as well as recognising the changing role of commissioning in the wider Integrated Care System.

Overall Purpose of the Role

The Commissioning Manager is part of the Strategic Commissioning & Investment Team.

The post-holder will be responsible for commissioning care and support services for residents, within the Live Well or Age Well portfolio.

They will contribute to robust and regular needs assessments to establish a full understanding of current and future local needs and requirements and commission services that optimise health and wellbeing outcomes for residents and provide good value for money.

They will apply a project management approach and structure to the delivery of their commissioning work.

They will contribute to the forging of excellent joint working relations between key partners; including residents and carers, social care operational teams, Public Health, and providers from the private, voluntary and community sectors, to commission high quality services that improve quality of life.

This is a generic job description and may change to reflect the detail of operational policy and working arrangements. This may include working across Start, Live and Age Well portfolios.

Key responsibilities

**Commissioning**

* To work closely with Procurement, Commissioning Officers, Contract Officers, residents and carers and other partners in the commissioning, procurement and monitoring of services.
* To devise specifications for commissioned services, that are innovative, cost-effective services and meet the needs of the borough and the population.
* To be an active member of the Commissioning Team and to support the leadership team in the management of the service.
* To escalate issues to managers in thorough and timely ways.
* To develop and implement strategies relevant to the portfolio that set out clear commissioning intentions and help the achievement of strategic ambitions.
* To apply the highest standards of care in the execution of their commissioning role, ensuring full compliance with all relevant Care Quality Commission standards and the Council's procurement, contract and finance standards to secure best value services.

**Joint Working**

* To work in partnership with other Islington Council departments, North Central London Integrated Care Board, residents, carers and providers from the private, voluntary and community sectors to establish effective services and reengineer or decommission services no longer needed.
* To develop and maintain excellent working relationships with relevant stakeholders to support and enhance delivery of the commissioning function.

**Programme Management**

* To contribute to the development and delivery of the team’s commissioning work programme.
* To adopt a project management approach to the completion of their commissioning work and to work to deadlines as required.

**Quality Management and Co-production**

* To ensure that all commissioned services deliver a person-centred approach that promotes independence, choice and control and puts dignity at the heart of care and support.
* To ensure that residents are involved throughout the commissioning cycle, so that their views and experiences lead to better decision making about the design, improvement, delivery and modernisation of local services.
* To ensure that seldom heard individuals and groups, because they are socially excluded or experience the worst health, are listened to, involved and consulted.
* To ensure that all are treated fairly and equally, and that the Council meets their responsibilities under the Equality Act (2010).

**Performance Management and Legislation**

* To ensure that, where commissioned services are seen to be failing, timely action is taken to avert adverse consequences.
* To undertake reviews of existing services, working closely with relevant stakeholders, to ensure that quality services are delivered and value for money is achieved.
* To propose and negotiate changes or closures of services where required.
* To work in partnership with the contracts team to collect and collate performance, activity and quality data for their services to facilitate the production of accurate, informative and timely performance reports that meet departmental, corporate, partnership, and government requirements.
* To keep abreast of new legislation, Government policy and best practice to inform commissioning activity.

**Market Development**

* To develop an expert knowledge of the relevant local market.
* To ensure that the local market is clear about Islington's requirements and is supported to change and develop so that those requirements can be best met
* To contribute to market development initiatives, taking a co-productive approach.
* To contribute to strategic communication with the market through the development and regular review of our local Market Position Statement.

**Management Reporting**

* To contribute to the production of strategic documents and reports analysing data and making recommendations to relevant key Boards and forums.
* To write clear and concise reports that articulate key messages and give clarity to decision makers.

**Other**

* To participate in training and development activities as necessary to ensure up to date knowledge and skills.
* To chair meetings including inter-agency, multi-disciplinary meetings as required.
* To attend meetings to represent the Live Well team when required
* To represent the Council at appropriate forums
* To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
* To achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed with the line manager.
* The post holder is expected to be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way they carry out their duties.
* To undertake other duties commensurate to the grade of the post.

**Confidentiality:** All staff and contractors working for LBI have both a common law duty and a statutory duty of confidentiality to protect personal identifiable and sensitive information and only use it for the purposes for which it was intended. The disclosure and use of confidential patient information needs to be both lawful and ethical.

**Information Governance:** To keep up-to-date with the requirements of information governance and must follow policies and procedures to ensure that information is dealt with legally, securely, efficiently and effectively. Staff must appropriately manage the records they create or hold during the course of their employment, making the records available for sharing in and confidentiality policies, procedures and guidelines (e.g., Freedom of Information Act 2000, Caldecott guidelines).

**Safeguarding:** Safeguarding is everybody’s business. Abuse causes devastating consequences to children and adults of all ages, throughout the rest of their lives. All employees therefore have a duty to safeguard and promote the welfare of children, young people and adults at risk. It is an essential requirement that staff are aware of the local Safeguarding procedures for sharing information about the welfare of any person for whom they have safeguarding concerns. Staff have a duty to ensure they attend training to enable them to recognise the indicators for concerning behaviour and receive safeguarding supervision as appropriate.

**Health and Safety:** All staff have a duty to ensure the health and safety of themselves and others whilst at work. Safe working practices and health and safety precautions are a legal requirement. ALL accidents must be reported to your manager and you must participate in accident prevention by reporting hazards and following relevant policies and procedures.

**Equality and Diversity:** Islington Council is committed to challenging inequality for our staff and our community. All staff should be afforded equality of treatment and opportunity in employment irrespective of sex, sexuality, age, marital status, ethnic origin or disability. All staff are required to observe this policy in their behaviour to their behaviour to other employees and service users.

Work style

Flexible – requirement for 2 days per week in the office

Person specification

You should demonstrate on your application form how you meet the criteria. Please ensure you address all the criteria as this will be used to assess your suitability for the post.

Essential criteria

Qualifications

| Essential criteria | Criteria description | Assessed by |
| --- | --- | --- |
| E1 | Degree or equivalent recent and relevant experience, plus a recognised management qualification or evidence of continued management development at a senior level. | Application |

Experience

| Essential criteria | Criteria description | Assessed by |
| --- | --- | --- |
| E2 | Understanding and experience of strategic planning, the commissioning process, contracting and performance monitoring, working within a changing and complex environment and demonstrable ability to work across a range of social care needs. | Application/Interview |
| E3 | Experience of joint collaborative working with professionals from a range of agencies, including co-ordinating inputs from a range of professional sources to secure strategic priorities. | Application/Interview |
| E4 | Experience of full life cycle project management. | Application/Interview |
| E5 | Knowledge of developments impacting on the functions of local authorities related to adults' health and well-being, and understanding of health and care at a borough level including; organisational context of and the interrelationships between agencies. | Application/Interview |
| E6 | Knowledge of current relevant legislation and statutory duties, responsibilities, and best practice in the fields of adult health and social care services. | Application/Interview |

Skills

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| --- | --- | --- |
| Essential criteria | Criteria description | Assessed by |
| E7 | Ability to analyse and interpret financial and performance reports to inform the selection of appropriate commissioning and procurement options. | Application/Interview |
| E8 | Good communication, interpersonal and listening skills, particularly in relation to service users, and ability to provide sound, professional advice with clear, cohesive, well-presented arguments to support proposed viewpoints and recommendation. | Application/Interview |
| E9 | Ability to work collaboratively and collectively with senior officers across the Council, with health partners and provider organisations in the voluntary and private sectors to achieve the department's strategic commissioning priorities. | Application/Interview |
| E10 | Good negotiating and influencing skills to bring about service development/ performance improvement in services. | Application/Interview |
| E11 | Excellent literacy and report writing skills. Ability to prepare clear concise written reports (e.g. strategies, business cases, service reviews and verbal reports for a range of audiences. | Application/Interview |
| E12 | Good project management skills | Application/Interview |
| E13 | Good IT skills | Application/Interview |
| E14 | Ability to work in a matrix organisation with flexibility to be deployed across the  Strategy and Commissioning function to meet departmental requirements | Application/Interview |
| E15 | Ability to support, promote and deliver services in line with the Council's Equal  Opportunities and Dignity for All policies, highlighting the specific needs of different groups. | Application/Interview |
| E16 | Ability to prioritise and to ensure the delivery of agreed outcomes and objectives within challenging timescales | Application/Interview |

Special requirements of the post

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| --- | --- | --- |
| Essential criteria | Criteria description | Assessed by |
| E17 | This role will require you to obtain an basic Disclosure and Barring Service check |  |

Our accreditations

Our accreditations include: the Healthy Workplace award; Timewise; London Living Wage Employer; Disability Confident Committed; The Mayor’s Good Work Standard; Stonewall Diversity Champion; and Time to Change.

